



# **INTRODUCTION**



Joseph K. Miner, MD, MSPH Executive Director Utah Department of Health

I'm proud to present the Utah Department of Health's 2017-2020 strategic plan. This is the third version of our strategic plan, and my hope is it will empower all of our employees to move in the common direction of achieving our vision: A place where all people can enjoy the best health possible, where all can live and thrive in healthy and safe communities.

Our strategic priorities will continue from previous versions of this plan:

- Healthiest People
- Optimize Medicaid
- A Great Organization

While our many bureaus and programs are diverse – ranging from tobacco prevention to licensing childcare centers to providing our vulnerable residents with access to quality health care – our efforts should all be aligned under the vision of the Department and the strategic priorities in this plan.

On the following pages, these strategic priorities are more specifically defined with accompanying areas of emphasis to help ensure our success. The responsibilities for the specific activities that will lead to achieving the desired outcomes of the strategic priorities, and the accompanying performance measures that will indicate progress, will reside within the Department's individual divisions.

Each division will work to integrate the strategic priorities and areas of emphases throughout their bureaus and programs. Employees will work toward establishing goals, objectives, strategies, and activities in their daily work to achieve aligned outcomes over the four-year lifespan of this strategic plan.

We all play an important role in ensuring Utah remains a healthy place to live, work, and grow. I look forward to working with each of you, and our many community partners, to realize our vision.

Joseph K. Winer, mo

Our vision is for Utah to be a place where *all* people can enjoy the best health possible, where *all* can live and thrive in healthy and safe communities.



# **MISSION**

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The Utah Department of Health's mission is to protect the public's health through preventing avoidable illness, injury, disability, and premature death; assuring access to affordable, quality health care; and promoting healthy lifestyles.

**Respect** - we show respect to all individuals with whom we interact. We provide quality customer service. We create a workplace culture where we value, honor, and care for each other. We value differing opinions as part of a healthy dialogue.

**Integrity** - Our actions reflect an absolute commitment to ethical and honest behavior. We are straightforward and transparent with each other, our partners, and the people of Utah.

**Collaboration** - We engage each other, our partners, and the people of Utah in decision making, planning, and integrated effort. We strive to work effectively with others. We recognize the value of input and opinions gleaned from diverse populations and people.

**Evidence-based** - We provide health programs that benefit the people of Utah. We make innovative, insightful, and effective decisions based on good science and current, accurate data. We are efficient and timely in making decisions and taking actions. Within program guidelines and budget, we do the right things in order to produce the greatest benefit and the greatest return on the public's investment.

# HEALTHIEST PEOPLE

The people of Utah will be among the healthiest in the country.

### Promote healthy behaviors and prevent injury and disease

Focus efforts on priorities that make a meaningful impact on public health, with a special emphasis on the Utah Health Improvement Plan (UHIP) priorities, which are:

- 1. Reducing obesity and obesity-related chronic conditions;
- 2. Reducing prescription drug misuse, dependence, and overdose; and,
- 3. Improving mental health and reducing suicide.

### Connect at-risk people with appropriate services

Better educate the public of available services, and deliver appropriate services more efficiently to targeted populations.

#### Make data-driven decisions

Evaluate and apply evidence-based data to guide programs toward improved outcomes.

# **OPTIMIZE MEDICAID**

Utah Medicaid will be a respected innovator in employing health care delivery and payment reforms that improve the health of Medicaid members and keep expenditure growth at a sustainable level.

## Integrate care

Promote integrated care to treat the entire person, emphasizing physical and behavioral health care integration.

# Pay for quality outcomes

Shift reimbursement model to pay for value of services rather than volume of services.

# A GREAT ORGANIZATION

The UDOH will be recognized as a leader in government and public health for its excellence in performance. The organization will continue to grow its ability to attract, retain, and value the best professionals and public servants.

#### Provide excellent customer service

Understand the needs of those we serve, including clients, partners, coworkers, and stakeholders, and work collaboratively to always provide excellent customer experiences.

### Promote a supportive work environment

Develop strong teams, promote inclusion, and prepare staff for future opportunities.

### Foster a culture of Continuous Quality Improvement (CQI)

Emphasize quality outcomes; focus on performance improvement, including standard operating procedures and processes that adopt ongoing improvements.

## Utilize technology to enhance program performance

Develop and maintain appropriate information technology to maximize efficiencies and effectiveness.

## Strive to achieve organizational excellence

Meet or exceed national standards in our operations.







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